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ABSTRACT

For 17 years, the Adult Career Counseling Center (ACCC) at Oakland University in Rochester, Michigan, has provided computer-assisted career guidance systems and career counseling services to a culturally diverse clientele of more than 11,000 adults living in the local community. The ACCC's goals are as follows: (1) provide career exploration and planning opportunities to community adults at no cost; (2) train faculty, staff, and students in the use of computer-assisted career guidance programs; and (3) support research efforts to improve understanding of the career development sphere and thereby promote better career guidance practices for adults. The ACCC's services include exploring occupational information, facilitating self-awareness, assisting in resume preparation, developing interviewing skills, and offering referral information. Of those clients who completed the ACCC's exit survey between September 1999 and June 2000, 97% rated the center's services as outstanding. (Twelve figures are included. The following items are appended: ACCC disclosure statement; a description of DISCOVER for Windows 95 and a World-of-Work map, placement and career services offered by the ACCC's Career Resource Center, and the Career Development Training Institute and the Adult Career Counseling Center; a report on the Pontiac Adult Career Counseling Center; the ACCC's brochure; and a description of career counseling resources at Oakland University.) (MN)

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ADULT CAREER COUNSELING CENTER

Seventeenth Annual Report

September 1999 - June 2000

Oakland University
Rochester, Michigan

Dr. Jane Goodman - Director

Report Editors
Brian Frick, Reetu Naik, Kelly Quinn
& Paulette Rancour
Career Advisors

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ADULT CAREER COUNSELING CENTER

SEVENTEENTH ANNUAL REPORT
September 1999 – June 2000

Computer-Assisted Career Guidance Systems
And Career Counseling Services

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ACKNOWLEDGEMENTS

There are number people who we must thank for their continued support and assistance. The Adult Career Counseling Center would like to recognize the following individuals for their contributions: University President Gary Russi, Director of Graduate Studies Claire Rammel, Dean of Education Mary Otto, and Assistant to the Dean Vicky Hunt.

The ACCC also wishes to express thanks to the Counseling Department faculty and staff, Chair Luellen Ramey, Department Secretary Anne Olson, and work study students Maria Heredia, Betty Kelly, Jessica Knapik, Jessica Kimball, Nicholas Pomposelli, and Kimberly Tran.

We also thank the Office Training/User Support (OTUS) for the installation and support of the computer systems necessary to service our clients.

Recognition is also given to the graduate candidates in counseling who serviced the ACCC this year. They are Brian Frick, Reetu Naik, Kelly Quinn, and Paulette Rancour.

Finally, the staff and career advisors of the ACCC would like to acknowledge the members of the ACCC Advisory Board, extending our sincere thanks for their support and commitment to the efforts of this center. Advisory Board members for the 1999-2000 year included:

Mr. Patrick Bennett	Academic Advisor, Engineering & Computer Science, Oakland University
Ms. Marsha Boettger	Daimler-Chrysler Corporation
Ms. Clarise Bolduc	Oakland Community College
Ms. Judith Hoppin	Director of Professional Development and Educational Outreach, SEHS Oakland University
Ms. Ann Pogany	Assistant Professor, Library Oakland University
Ms. Anne Jackson	Academic Services & General Studies Oakland University

Ms. Cynthia Kretschmer	Director, Career Testing University Counseling Center
Mr. James Woolcock	Academic Advisor, Human Resource Development, Oakland University
Ms. Karen Pagenette	Director, Center for Dislocated Workers, Oakland Community College
Mr. Robert Thomas	Director, Placement & Career Services Oakland University
Ms. Nancy Savage	Delphi Corporation

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RECENT DEVELOPMENTS AND HISTORY OF THE ADULT CAREER COUNSELING CENTER

Recent Developments

This year marks the Adult Career Counseling Center's (ACCC) seventeenth year of service. Dr. Jane Goodman, associate professor of counseling at Oakland University and American Counseling Association's recent president-elect, provides guidance and support as the director of the ACCC. Together with Dr. Goodman, the ACCC staff worked to enhance the counseling experience of our clients using the networked computer system, the newest computer guidance systems and several Internet based resources. Dr. Goodman also initiated several changes in the operation of the ACCC to facilitate improved customer service for the clients including:

1. Further revision of our website (www.oakland.edu/counsel/accc).
2. Additional refinement of the networked computer system.
3. Refinement of the computerized system for maintaining ACCC client records and usage statistics.
4. Utilization of the many career related web sites to assist our clients in their career search.
5. Implementation of a new internet-based career guidance system, CX-Bridges.
6. Utilization of O*Net, a computer guidance system that is taking the place of the Dictionary of Occupational Titles.
7. Redesign of a "Steps of Career Counseling" handout to assist clients in understanding the process of career counseling.
8. Provision of staff training for the Gear-Up project at Jefferson-Whittier Middle School.

These changes have facilitated the efficient and effective provision of services to the members of our community.

History

The Adult Career Counseling Center has served more than 11,000 clients during the last seventeen years of service. The vast majority of clients served, at no charge, are community adults. Our clients have ranged in age from as young as 15 years old to over 60 years old, and represent a culturally diverse population.

The development of the ACCC benefited greatly from the suggestions and support of Gerald Pine, former Dean of the School of Education and Human Services at Oakland University. His concept of the Center as being a place for service, training, and research was transformed into our productive Center.

The impetus for these programs of public service came from Oakland University's President, Joseph Champagne, in the spring of 1982. Financial support was provided by a portion of a state line item allocation for the broad purpose of promoting economic development and retraining unemployed workers in this geographic area.

Under the direction of Provost Keith Kleckner, a university-wide committee was established to review possible computer-assisted career guidance systems and related counseling programs that could be used to aid adults in this area. Upon recommendation of this committee, the university purchased five DISCOVER II computer-assisted guidance systems and one SIGI (System of Interactive Guidance and Information) computer-assisted guidance system in the summer of 1982.

Two systems (DISCOVER II and SIGI) were assigned to the Office of Academic Advising and General Studies to aid adults of this geographic area who were looking for assistance in reviewing education and training possibilities. Four DISCOVER II systems were allocated to the School of Education and Human Services to be utilized by the Counseling department and the Continuum Center in providing services to the adult population in this area.

During the Fall of 1982, committee members Tom Atkinson (Provost's Office), Elaine Chapman-Moore (Student Services), Robert Fink (Psychology Clinic), Jane Goodman (Continuum Center), Ronald Kevern (Placement Office), Pamela Marin (Office of the President), David Meyer (Human Resources and Development Area), and Howard Splete (Counseling Department and Committee Chair), planned for the implementation of these programs and the coordination of career counseling and information services across campus.

With the support of Gerald Pine, the Adult Career Counseling Center (ACCC) was established in Room 147 of O'Dowd Hall. After the first computers were

programmed, in-service training was provided for 135 persons, including interested faculty, staff, and student assistants.

Since opening in 1982, computer programs used at the ACCC have continually been updated to ensure that clients benefit from the most current career counseling tools available. In 1985, a new computer-assisted guidance system, DISCOVER for Adult Learners, was added to meet the unique needs of adults in transition. In 1986 a second DISCOVER for Adult Learners replaced our DISCOVER II system to provide a more appropriate system for ACCC clients. In 1987, a new software program, SIGI PLUS was added to provide another approach to career exploration for ACCC clients. Also, a computer-assisted version of the Michigan Occupational Information System (MOIS) was obtained as an additional resource for ACCC clients seeking more local information. The Center has tested other software programs such as OPTIM (Occupational Projections and Training for Information for Michigan), the Resume Kit, Harris Selectory and Resume Writer. This year we have utilized online career resources, such as CX Bridges and O*Net. Only those programs that best meet the needs of the clients of the ACCC have been retained.

During the past few years Internet resources have also been explored. The staff of the ACCC work to stay abreast of the newest developments and resources available through the Internet. Computer generated information as well as a collection of monographs and other print materials allows for a more comprehensive service to be offered to our clients.

The rooms housing the ACCC have also changed during our seventeen-year history. In 1993-94, the ACCC was relocated from two large rooms to four private offices and a reception area to provide more efficient services and privacy for clients. During the 1996-97 academic year, our office environment changed again to include an office adjoining that of the Practicum Supervisor, with an additional large meeting room, and two smaller private meeting areas. Just prior to the 1997-98 year of service, our offices were relocated and changed to include one office and three small meeting rooms.

An important focus of the ACCC has always been on the research conducted by our graduate assistants. A description of the latest research project to be conducted as well as the results of the research conducted in the 1999-2000 year is included in this report. Over the years, many of our assistants have been published in career development journals and have presented their research at state conferences hosted by professional associations.

MISSION OF THE
ADULT CAREER COUNSELING CENTER

Goals of the ACCC

1. Provide career exploration and planning opportunities to community adults at no cost.

2. Train faculty, staff, and students in the use of computer-assisted career guidance programs.

3. Support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives and Corresponding Means of Fulfillment

Goal 1:

To provide career exploration and planning opportunities to community adults at no charge.

Objectives	Activities
A. To aid clients in self-analysis relating to their interests, values, abilities, and experiences.	In-depth one on one discussions, use of DISCOVER, CX Bridges, and other assessment tools, such as inventories and card sorts.
B. To provide job information pertaining to careers of interest, such as salary ranges and job growth rates.	Use of DISCOVER, CX Bridges, MOIS, O*NET, the Occupational Outlook Handbook (online version), and other internet resources.
C. To aid clients in the process of taking the next step.	Provision of individual advising Sessions, school or training program selection, resume preparation, honing interview skills, practice and informational interviewing.

Goal 2:

To train faculty, staff, and students in the use of computer-assisted career guidance programs.

Objectives	Activities
A. To train faculty and staff.	Provision of periodic in-service sessions.
B. To train graduate counseling students.	Provision of in-service training for students in CNS 664, Counseling Practicum.

Goal 3:

To support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives	Activities
A. To support master's level research.	Support of ACCC advisor's research activities at the Center based on the development of a research proposal in CNS 660, Research in Counseling.
B. To support Doctoral research.	Provision of facilities and support for research.

DESCRIPTION OF THE ADULT CAREER COUNSELING CENTER

Services Provided

The Adult Career Counseling Center (ACCC) provides advising services at no charge for adults who are seeking guidance with career-related issues. The ACCC services include exploring occupational information, facilitating self-awareness, assisting in resume preparation, developing interviewing skills, and offering referral information. Four graduate assistants, who are students in the Oakland University Master of Arts in Counseling program, render these services. The ACCC now offers an internship opportunity to interested graduate candidates in Counseling. The addition of an internship position allows the ACCC to supplement its staff, and to provide experience to those individuals interested in specialized training in career counseling.

Clients typically attend between three to five sessions to thoroughly explore the computerized career guidance programs as well as the paper and pencil assessments, and to discuss possible action plans for the future. Because of the number of return clients, the ACCC schedule book was often full.

The computer-assisted career guidance programs used in the ACCC are DISCOVER for Adults and Colleges, CX Bridges, O*Net and MOIS. These systems aid adults in learning how their interests, abilities, life experiences, and values are related to possible occupations and/or educational and training opportunities. In-service training on these programs is also provided each semester to students in CNS 664.

Depending on the needs of the client, other assessment instruments may be used. These include the Career Beliefs Inventory, Career Thoughts Inventory, Myers-Briggs Type Indicator (MBTI), the Campbell Interest and Skills Survey and the Strong Interest Inventory. The ACCC also has available a collection of print materials to supplement the services provided.

Telephone assistance is another service provided by the ACCC. Often advisors will provide referrals to other departments on campus, such as Placement and Career Services, Academic Services, International Studies and Advising, and the Education Department.

The Advising Process

A client schedules an initial one hour and 45 minute appointment to meet with an ACCC advisor.

The ACCC advisor gathers background data during an intake interview to identify the client's purpose for using the Center and to establish goals.

The client is provided with an overview of the computer programs and services available at the ACCC and through other departments offering counseling services on the Oakland University campus. The client is given a copy of the ACCC Disclosure statement (see Appendix A) which describes the responsibilities of a career advisor and the rights of the client. Referrals to the Practicum Counseling Center or other university and community resources may be made dependent on the specific needs of the client.

Clients are scheduled for subsequent appointments that are typically one hour to an hour and forty-five minutes in length.

Based on the client's specific needs, the ACCC advisor determines if a computer-assisted career guidance program or a standardized paper and pencil assessment would be most appropriate. The ACCC advisor then facilitates the use of these assessment tools.

The ACCC advisor provides assistance and an explanation of the results obtained from the computer-assisted career guidance program or the standardized paper and pencil assessment.

To more fully explore the client's career issue(s), the ACCC advisor may use other career exploration instruments such as personality assessments or card sorts.

The outcomes of any additional career guidance instruments are interpreted, in conjunction with the results of the data obtained from the initial assessments, to provide the client with information necessary to facilitate the decision-making process.

Prior to the termination of the counseling relationship, the ACCC advisor and client discuss the next steps the client may want to take to investigate such areas as training, further education, or job opportunities.

Upon completion of the counseling process, the client is asked to complete a short exit survey to evaluate the services provided by the advisor.

ACCC COORDINATION WITH PRACTICUM COUNSELING CENTER

For a number of years the Practicum Counseling Center (PCC) and the Adult Career Counseling Center (ACCC) have had a mutually beneficial partnership. The dual role Colleen Stroup assumes as Coordinator of the PCC and Supervisor of the ACCC further serves to foster this relationship.

It is a common practice for clients who have utilized the services of the ACCC to be referred to the PCC for their more comprehensive array of services. A referral may be made to the PCC because the client needs more in-depth exploration of a career issue, or he (she) may have additional issues or concerns that require personal counseling.

PCC counselors are also in-serviced by the ACCC advisors (Please refer to section entitled, "In-service training".) This training is essential because the majority of PCC clients with career issues are taken through the ACCC for exploration on one of the computer-assisted career guidance programs. The PCC counselor works with the client on these systems acting as coach and sounding board.

Having the ACCC in such close proximity, and serving such a supportive role to the PCC, enriches the services PCC counselors can deliver to their clients. At the same time, the PCC offers ACCC clients the option of continued in-depth counseling free-of-charge. The partnership of these two centers allows for the provision of quality counseling services to members of the community.

DESCRIPTION OF THE COMPUTER-ASSISTED CAREER GUIDANCE SYSTEMS AND COMPUTER HARDWARE UPGRADES

DISCOVER for Colleges and Adults

The Adult Career Counseling Center offers the annually updated DISCOVER for Colleges and Adults, a computer-based career planning and information system. In an effort to better utilize this program, permission was obtained from the vendor to network the software, therefore allowing for multiple usage at any given time.

DISCOVER is a carefully designed career planning program that provides clients with the information about themselves, occupations, schools, and programs of study to aid in mature decision-making. Clients' benefit most when using DISCOVERS for Colleges and Adults in conjunction with counselor assistance.

The Adult Career Counseling Center continues to use DISCOVER and its many features to its fullest potential. DISCOVER has many valuable resources within its database broken down into 4 halls: Hall 1 Learn About Self and Career; which includes 3 inventories (interest, values and abilities) as well as Life Roles and Transitions sections. Hall 2 Choose Occupations; Looking at results of the inventories, job characteristics which the client sees as important in a career, and a search section that list 530 occupations. Hall 3 Plan My Education; finding majors by occupations, world-of-work map, a general search, as well as a school and scholarship searches. Hall 4 Plan For Work; Where you can learn about apprenticeships, internships, and transferable skills for military personnel, building a resume, cover letters, networking, as well as interview (interactive video on interviewing skills). Lastly, DISCOVER also has hyperlinks to web-sites, over 110 minutes of instructional and motivational videos, thousands of occupation specific photographs, and personal career plans for each client.

MOIS (Michigan Occupational Information System)

The MOIS program is also updated on an annual basis. This year MOIS for Windows® Version 3.0 was purchased by the ACCC. It is an easy-to-use system of occupational and educational information specifically designed for the state of Michigan. Included in this version are new graphics and the point and click feature. Internet links are also provided throughout the program. Individuals who may benefit from MOIS include:

* Persons wanting detailed information on occupations and training in Michigan.
* Individuals undecided about their future.
* Homemakers re-entering the workforce.
* Young adults investigating college programs and career options.
* Individuals considering starting their own business.

For undecided clients, a structured search will suggest occupations based on several areas:

* Interests
* Abilities
* Assessment checklists
* Education

The system evaluates client input and provides a list of job titles that are most applicable to the client's data. The client may then explore MOISCRIPTS (occupational descriptions) for the occupations in which they are most interested. Individuals with a specific occupation in mind can bypass the structured search and go directly to the MOISCRIPTS for career information. MOISCRIPTS cover areas such as:

* Specific job duties
* Working conditions
* Methods of occupational entry
* Salaries and wages
* Employment outlook
* Educational requirements
* Tips for finding additional information

Other segments included in MOIS give information on many different areas such as:

* Transition planning
* Financial aid considerations and documents
* Decision Making
* Successful Job Search Strategies
* How to start a small business
  (This section includes how to develop a business plan, cash flow and bookkeeping considerations, home-based and franchised businesses, and even a sample business loan application.

Career Explorer (CX Bridges)

The Adult Career Counseling Center purchased a new career resource for their clients' use. Career Explorer has allowed the ACCC to create a new dimension for helping clients. This new site allows clients to look at careers from a personal point of view.

What Is Bridges

Bridges, or as it is called in Canada, Career Explorer, is designed to help clients to make better career decisions. One of the greatest advantages to this site is that it is found on the Internet and updated daily (http://cx.bridges.com). Every day there are 4-5 new articles focusing on career information, skill development, labor market development emerging employment opportunities, and recreational activities.

The people at Bridges have made it their priority to make this site as user friendly as possible, and from our experiences here at the ACCC they have done a great job. They have also made it clear to the ACCC that if any problems come up, or if there is any occupation that is missing, to contact them and they will make sure that the site is updated within a week.

Development of Bridges

A team of experienced writer-researchers from all over North America designed Bridges. These writer-researchers utilized governmental resources such as the Occupational Outlook Handbook in the U.S. and the HRDC's Job Futures in Canada.

After their research was completed with the two country's resources, the writers then took it a step further and checked for the validity. They went to the national association related to each profession (where applicable) to determine if what they found was accurate. Lastly, and to the ACCC most importantly they went to people in each field and interviewed them (3-4 people in each field), and asked them to comment on the validity of their findings, thus making this a well-developed and realistic approach to career exploration.

The Program Use

This program takes a look at a multitude of different career areas that includes; search engines, career planning tools, decision making guides (colleges and financial aid searches), browsing (which includes 5 sections: Careers, Employment, Recreation, Education and Skills), and lastly an area to e-mail information.

The client has the ability to search Bridges large database for information about a career. Once that career is found they will find job descriptions, salary information, employment outlook, interviewing questions and important things one should know. Also given is information on how math is used, important communication skills needed and a link to the Occupation Outlook Handbook, as well as other career related areas.

Career Planning is a section where clients can take a career inventory designed to open up their career options, and not dictate their job choices. There are four different inventories: Values, Skills, Interests, and Style. Each one can be done separately or together in any combination. The computer then looks at your responses and matches them to careers where people in those fields responded similarly.

The Internet

The ACCC has entered the computer age as a fully functioning member. In addition to having the most current version of all computer assisted counseling guidance systems available for use, the ACCC now has a WEB address (www.oakland.edu/counsel/accc) and is linked to other key counseling sites. An Internet guide has been prepared by intern Nancy Savage for use by advisors and clients to assist in the effective use of the multitude of information available on the Internet. This guide has been used often with a high degree of success and high client satisfaction.

The ACCC has also made use of four great web addresses: 1) The O-net, which is slowly replacing the Dictionary of Occupational Titles, this is a great web address to learn about careers as well as yourself (www.doleta.gov/programs/onet). 2) The Occupational Outlook Handbook (OOH) is now on-line. This as well as the O-net, gives our clients the most updated career information, for thousands of different occupations (www.bls.gov/oco/ocohome.htm). 3) We have also made use of one of our past employee's web-site, Kay Berzak designed and set-up a wonderful resource (www.spirit.secs.oakland.edu/spiritedliving/careers). 4) The Oakland University Library (Kresge) has designed another very useful site, with links to many of the most important career related sites available, go to www.kl.oakland.edu/webframe.htm then click on "careers" in the left hand tool bar.

Technological Updates in the ACCC

Due to the steady stream of updates in the previous mentioned software programs, as well as the Y2K concern, the ACCC found it necessary to upgrade one of the computer systems this year. This update has been essential to the Center and the advisors in order to offer clients more services and to increase the efficiency of the Center.

The ACCC brought in a Gateway VX700 which was purchased, complete with Windows 95, video and sound cards, speakers, and a laser printer. This system has provided the needed capacity to run the new Windows-based software more efficiently.

The ACCC Staff is proud of their leap into new technology and foresees better, faster, more efficient and user-friendly service to our clients.

CLIENT DEMOGRAPHICS

During the academic year 1999-2000, the career advisors of the ACCC saw 202 community clients. Additionally 84 clients were Practicum counseling students. In total, 286 clients utilized the services of the Adult Career Counseling Center.

This total number of clients is less than last year, although a steady 70% of clients returned for more than one visit compared to the previous year's 46% return rate. We are encouraged by these figures as it indicates that clients are receiving a more comprehensive service. Practicum counselors also make use of our computer programs with their community clients who have career needs. Another explanation for the lower number of community clients is that we did not receive a 100% return rate of the intake forms from the Practicum counselors.

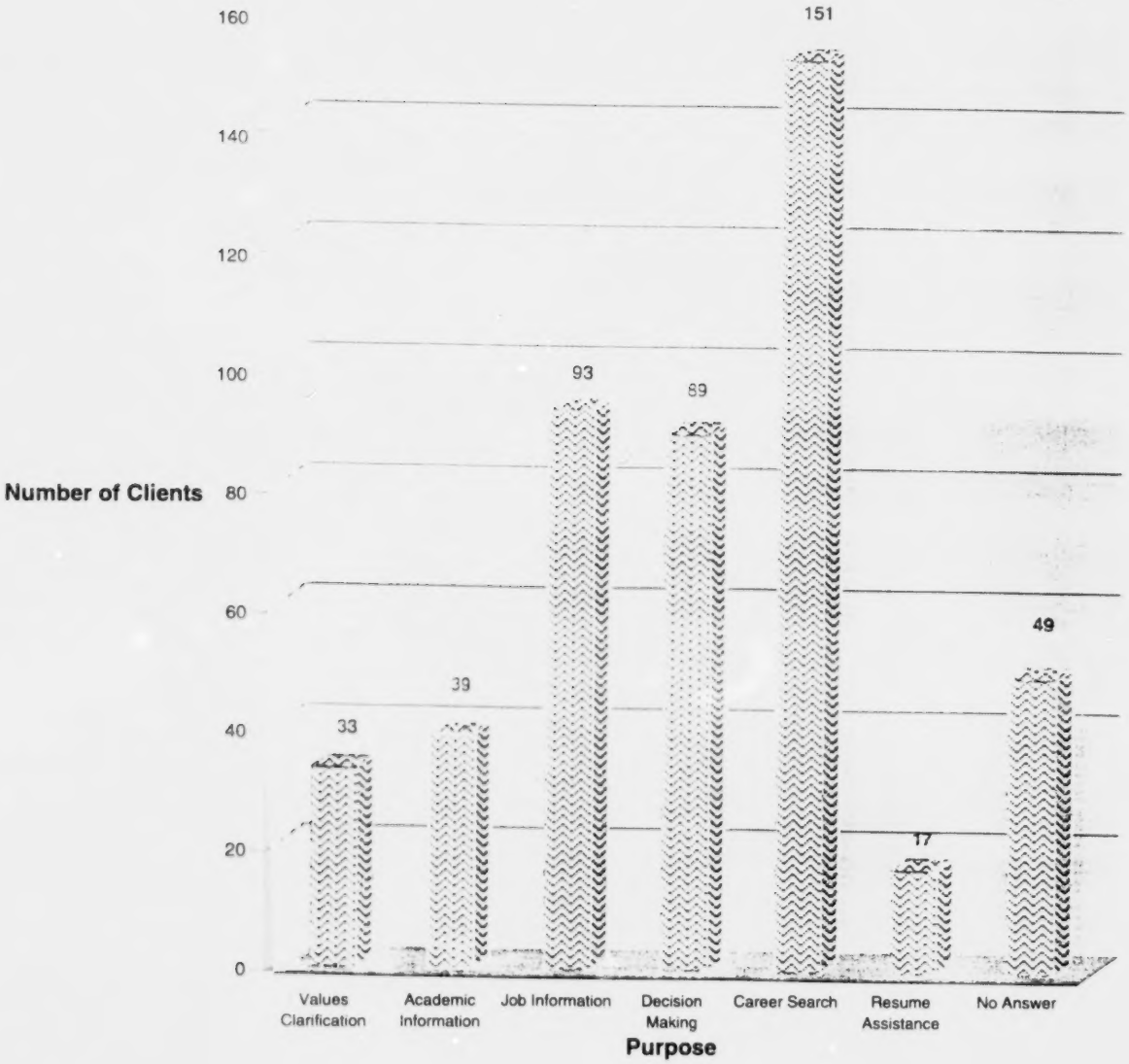
All clients who come to the Center complete an in-depth intake form. The advisors continued to input client demographic information into a computer database format. This allowed the advisors to electronically track and evaluate the client demographic information. As always, this information is strictly confidential and access is only available to the career advisors.

On the following pages graphs are provided to illustrate the demographics of the information that was captured on the computerized database during the year. The following graphs provide a breakdown of the client population by:

* Purpose for using the Center
* Number of visits
* Referral source
* Gender
* Age
* Ethnicity
* Geographic distribution
* Educational level
* Employment status
* Marital status
* Household annual income

Those numbers that total more than 202 indicate items where the client was able to respond to more than one choice to a particular question.

Purpose for Visit



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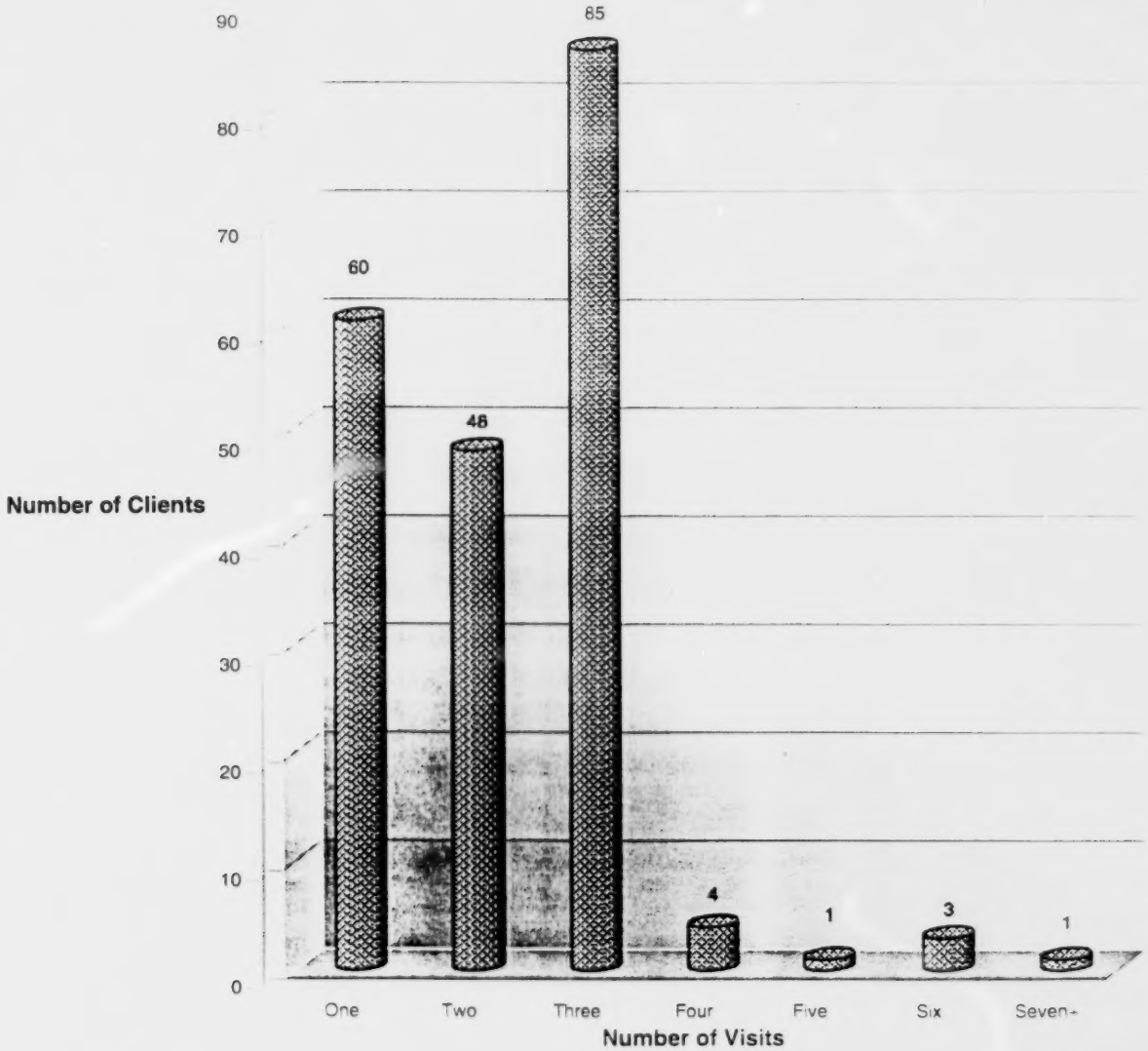
Number of Visits Per Client



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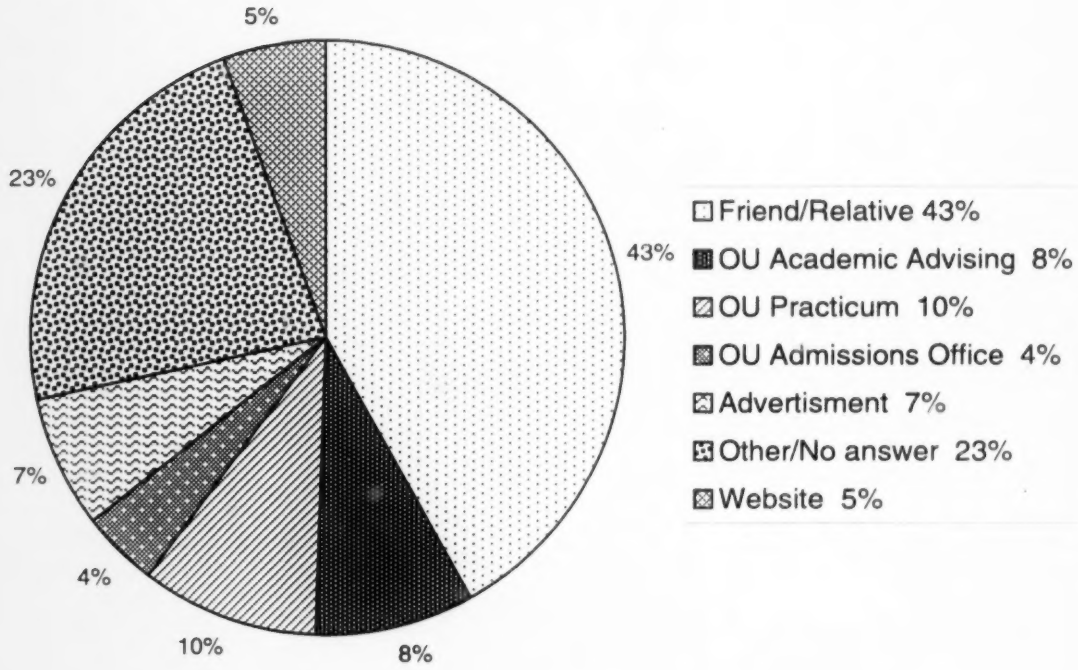
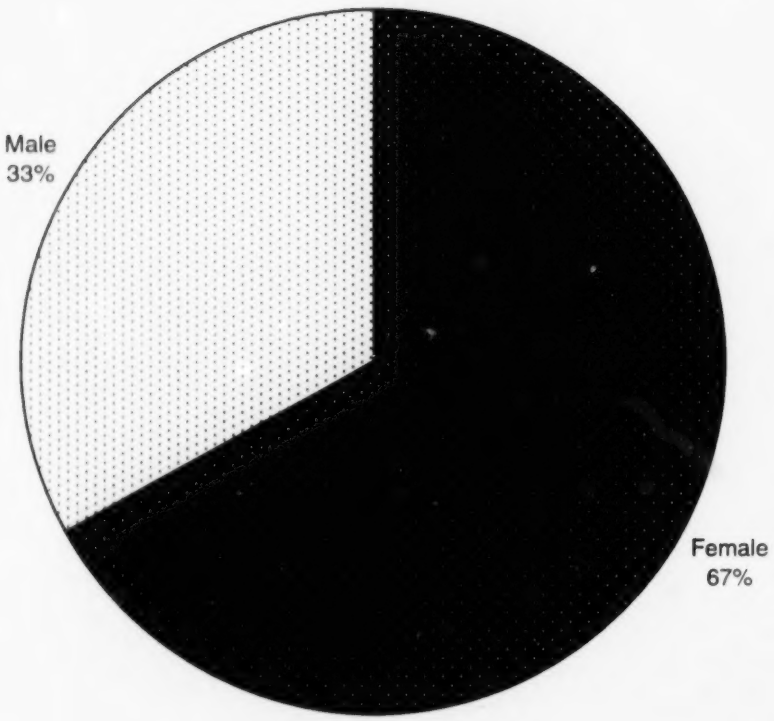
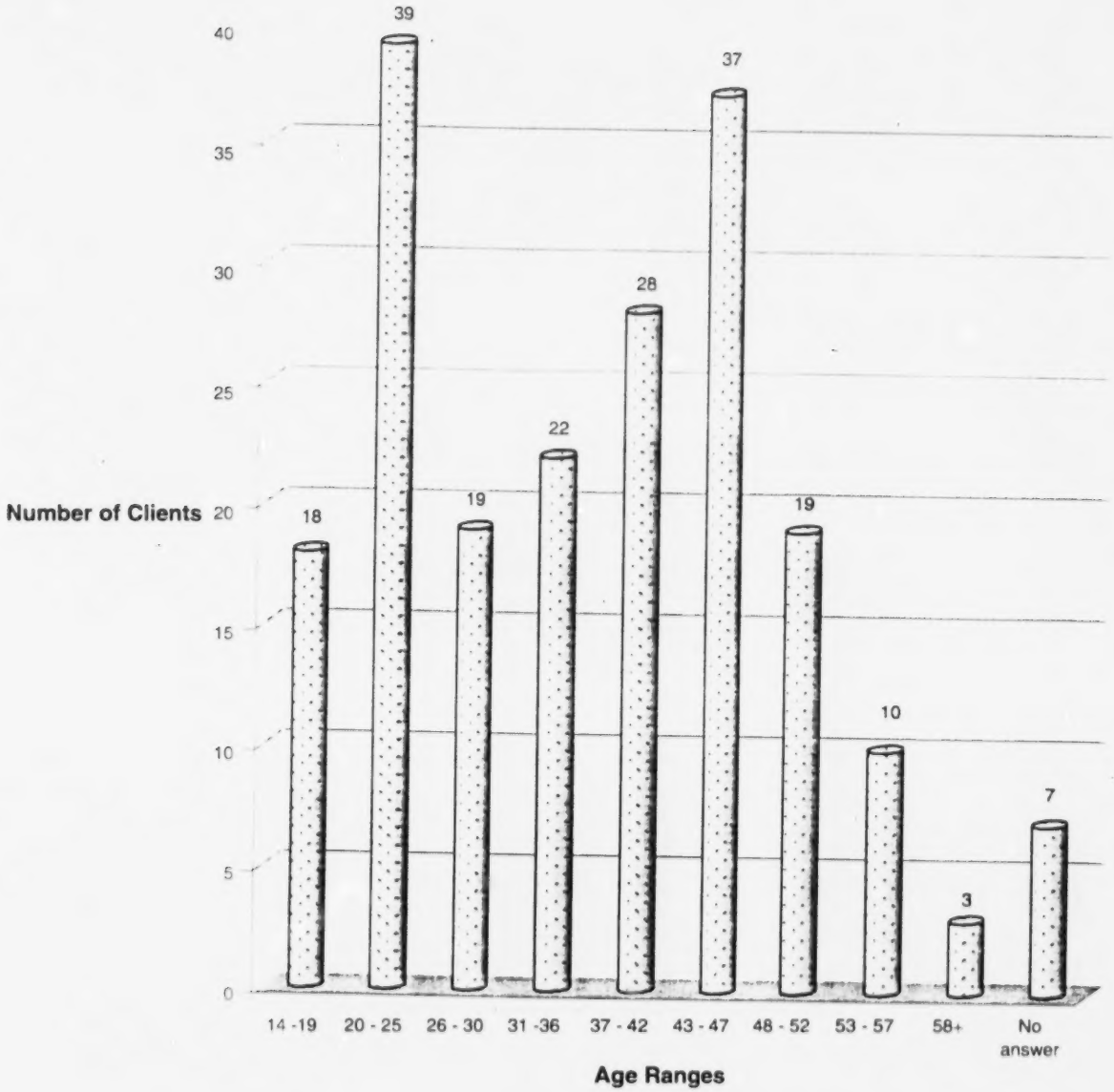
Referral Sources



Client Gender



Client Age



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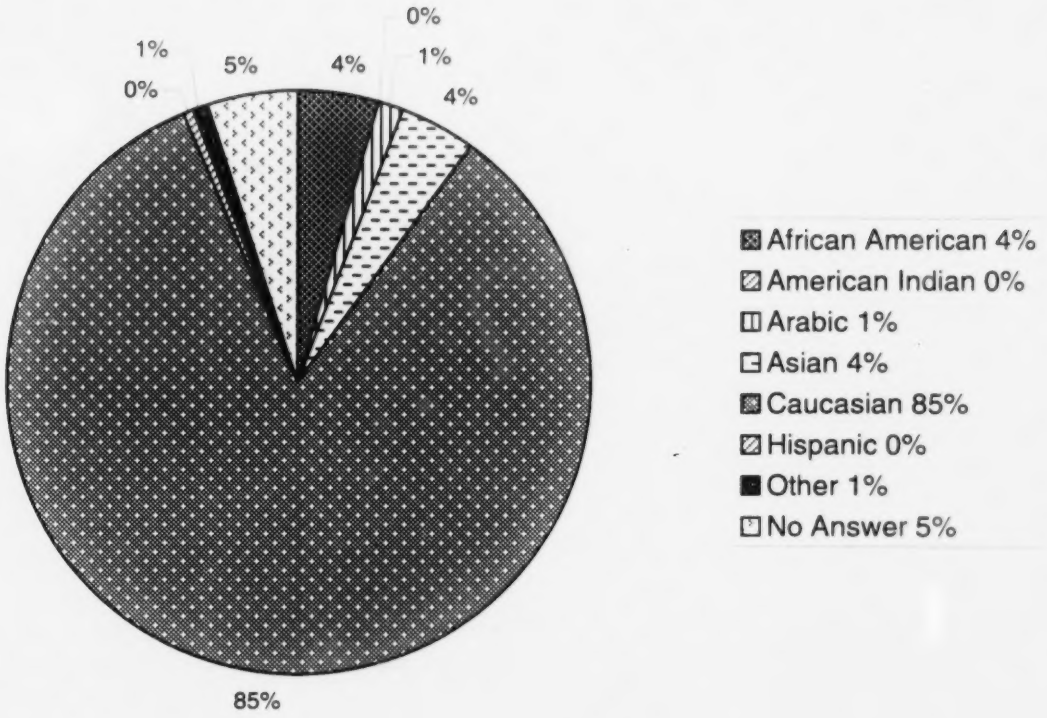
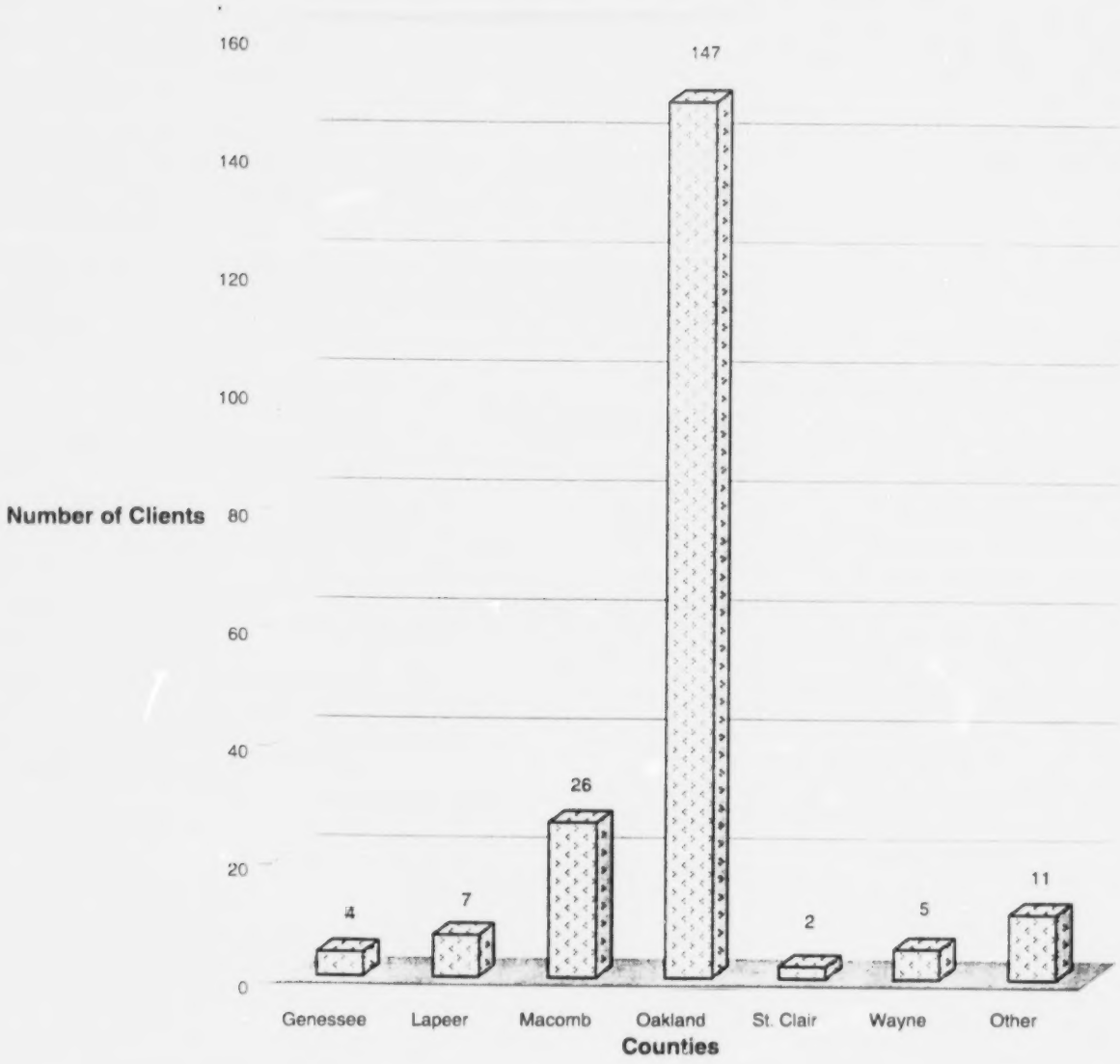
Ethnicity of Clients



Geographic Distribution of Clients



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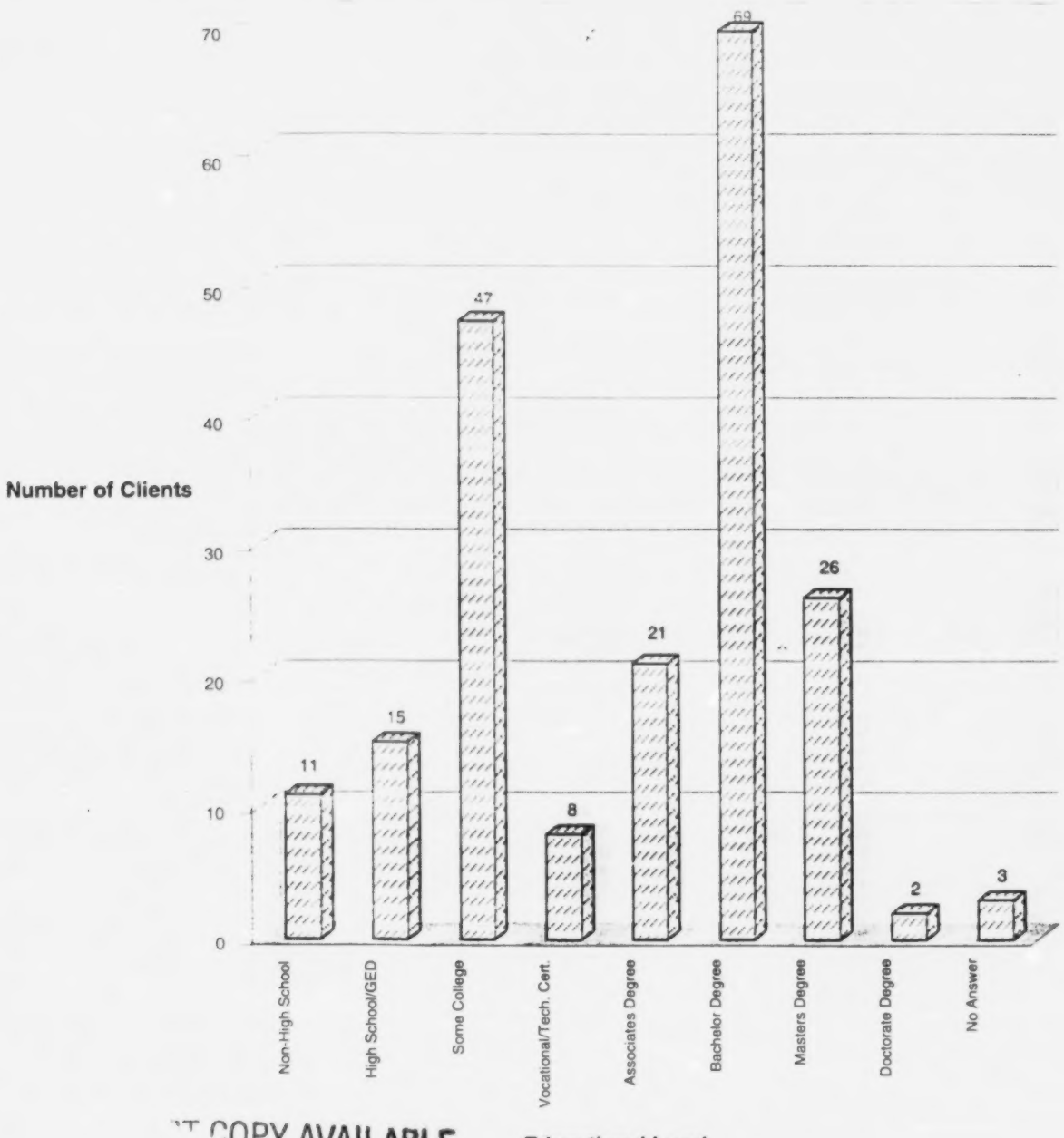
Educational Level of Clients



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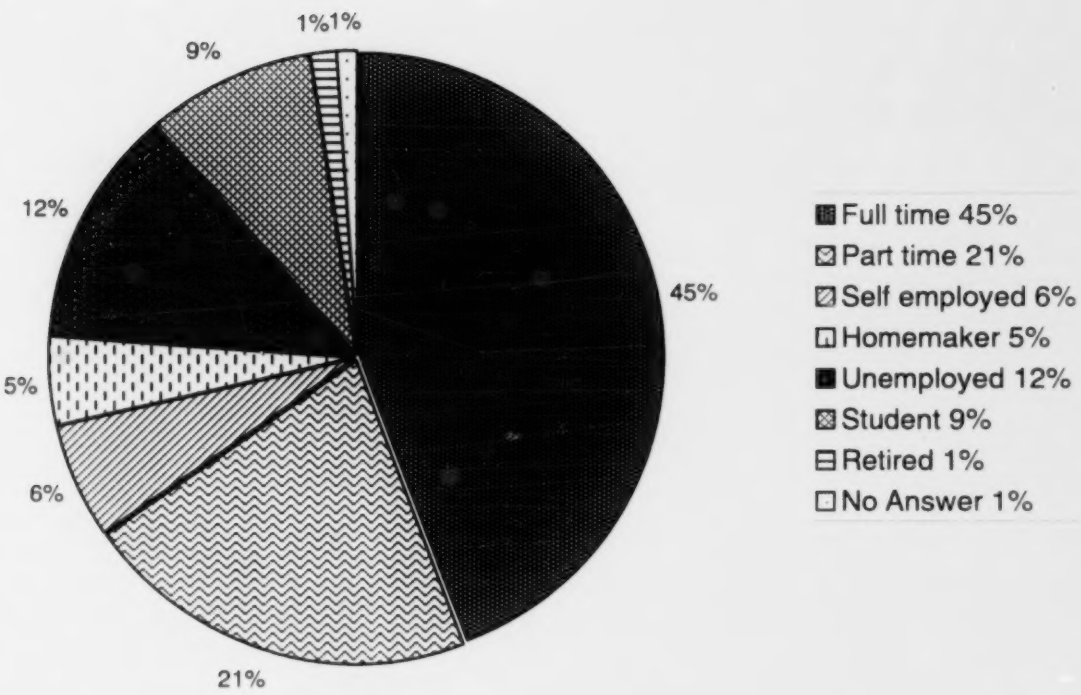
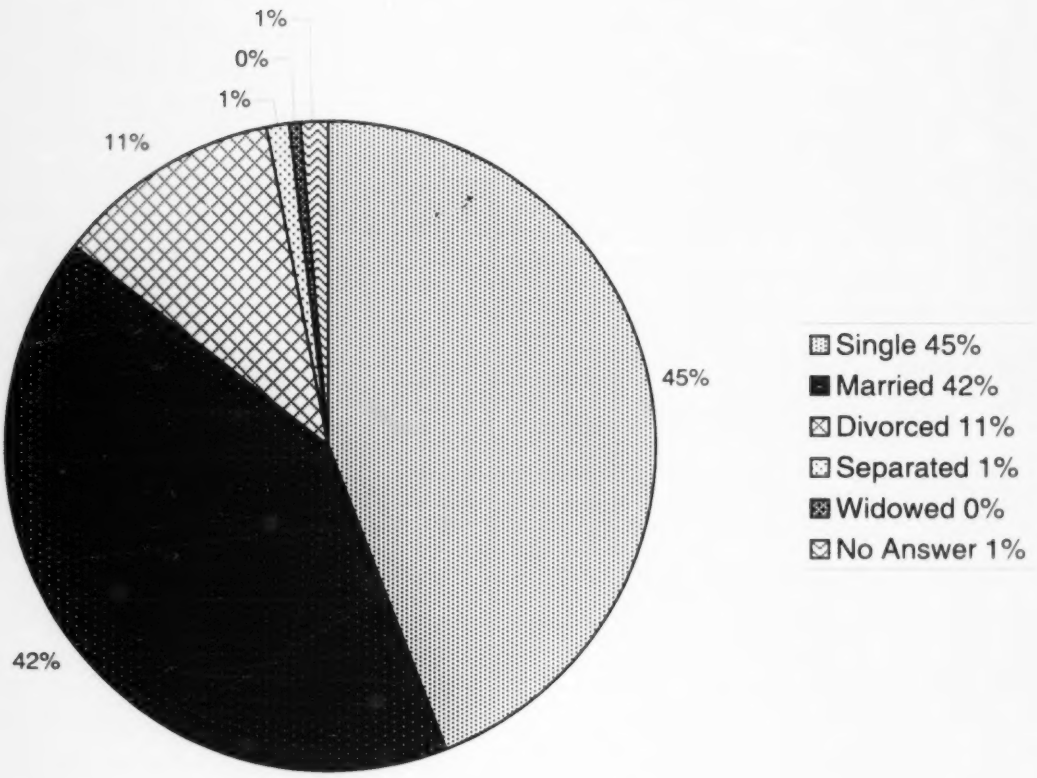
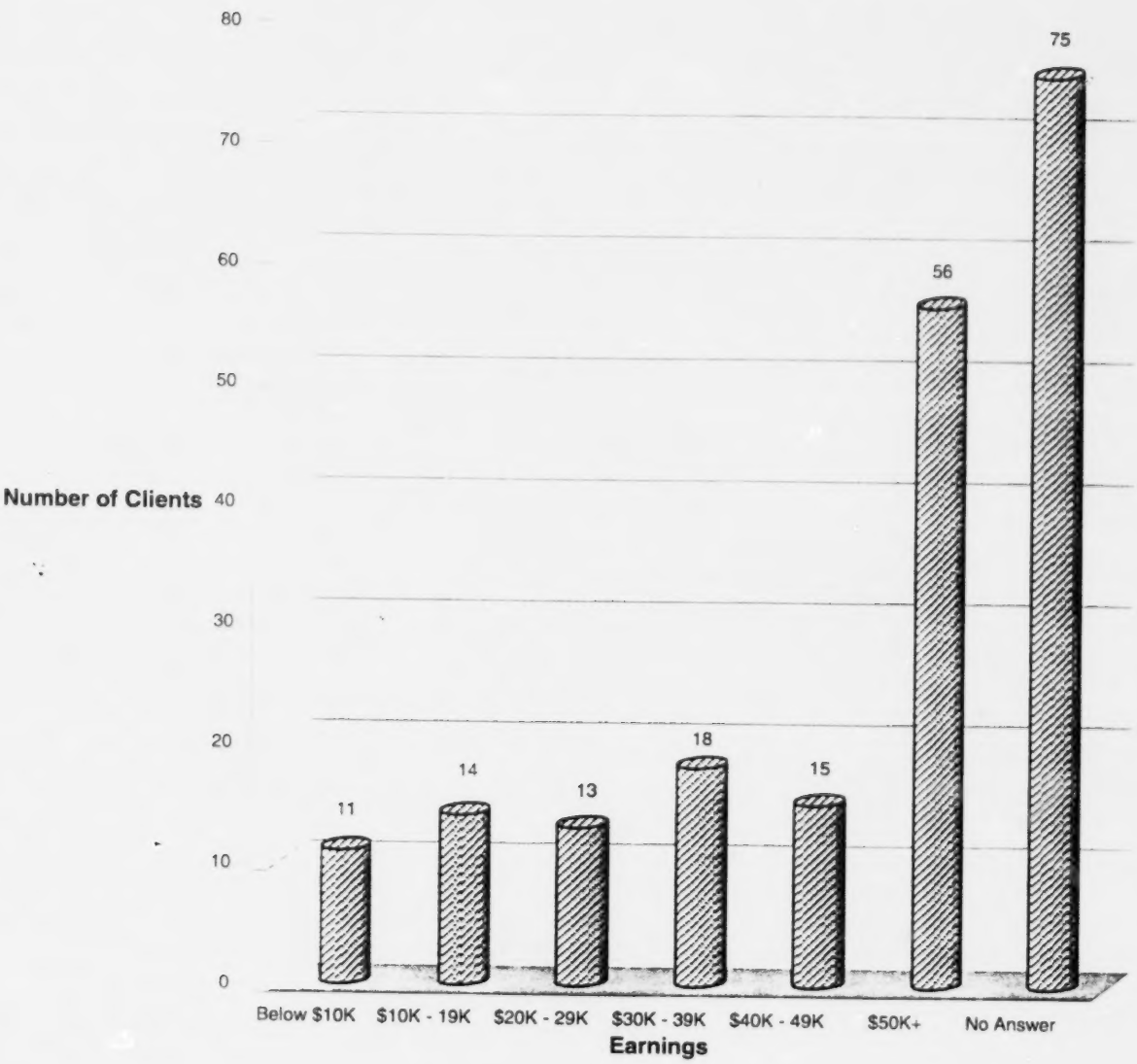
Employment Status



Marital Status of Clients



Household Yearly Income



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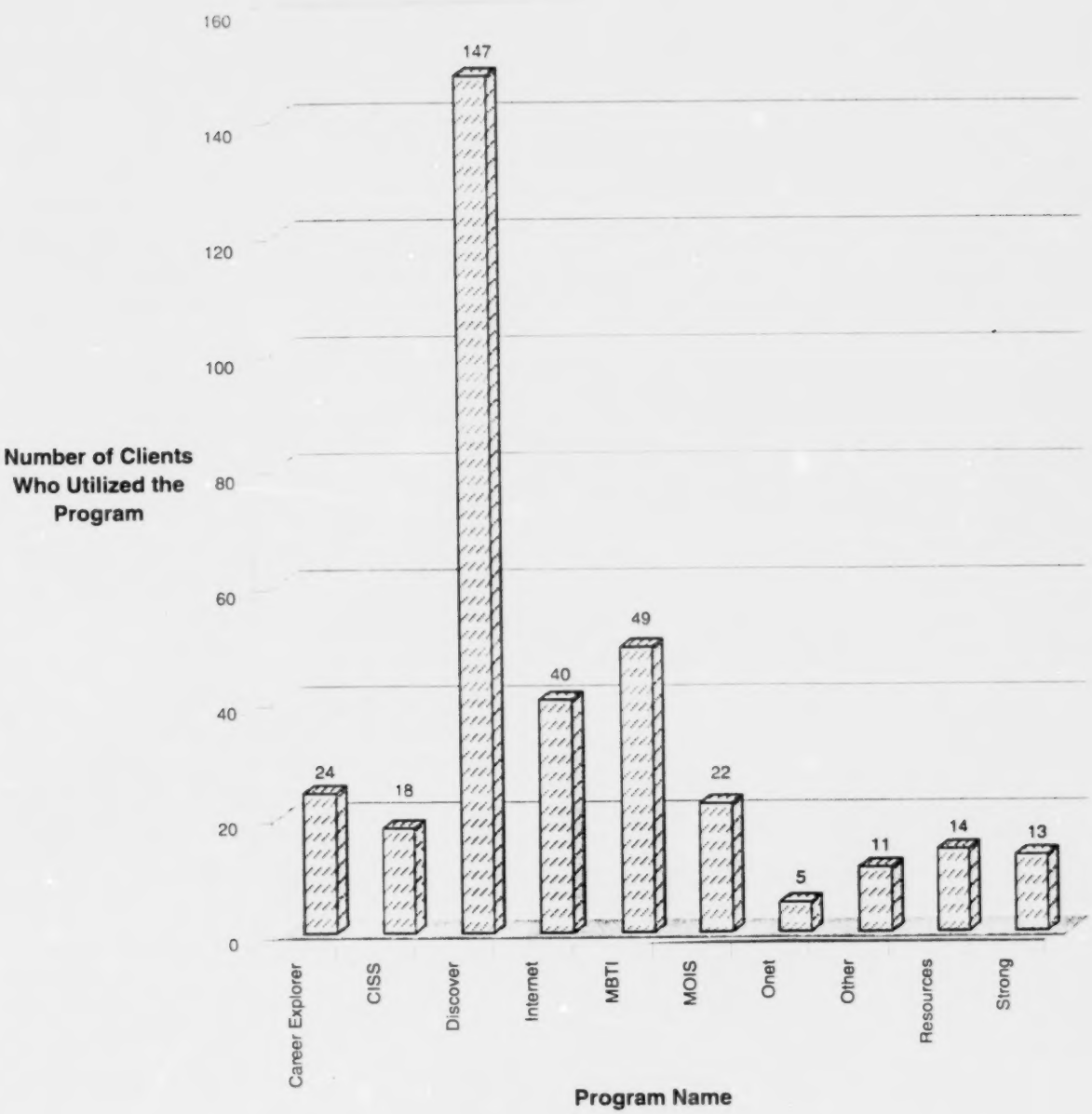
Programs Utilized at the ACCC



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ANALYSIS OF CLIENTS' RESPONSES TO ACCC EXIT SURVEY

When clients have completed their sessions, they are asked to complete an exit survey. This survey allows the ACCC to evaluate many areas, including how the client views the services they have received, the quality of the services, the effectiveness of their career advisor and the overall environment of the ACCC. This provides the Center with an opportunity to improve and grow based on the needs of our clients. The following information is based on completed exit surveys during the period of September 1999 through June 2000.

Respondents rated their overall experience as a client of the ACCC:

OUTSTANDING	97%
BENEFICIAL	3%
POOR	0%

Respondents rated the computer guidance programs using the following scale:

5=Outstanding 4=Very Good 3=Good 2=Fair 1=Poor

DISCOVER	=	4.2
CX BRIDGES	=	4.0
MOIS	=	4.4
O*Net	=	4.0

Respondents also rate other resources used in the ACCC, using the same scale as above. They rated other resources as follows:

CISS	=	4.3
Internet	=	4.3
MBTI	=	4.3
Strong	=	4.0
Worksheets	=	4.0

Respondents rated the advisor skills and overall manner:

OUTSTANDING	=	59%
VERY GOOD	=	41%
GOOD	=	3%

Clients' suggestions for improvement at the ACCC included:

- More scientific testing, I knew what I liked but had no idea if I could be good
- Maybe a bit more pre-evaluation questions to help people get started and discover what area specifically they need help in.
- Computer system tends to be slow which takes away from client time
- Not as much repetition on the computer program
- Maybe more specific information on what would be a good career for someone with profiles that I had

General Comments included:

"This program has opened my eyes to new opportunities. Turning a negative of losing a job into a positive, now I have options and choices I did not have before."

"I have really enjoyed my time here."

"The counseling services have really helped me set goals for myself and have directed me in finding a career that suits me."

"This is a wonderful service to provide for the adult community and I'm sure it will help to assist people to higher education and betterment of the community."

"The experience was good. It pointed out the fact that it all (me down to me. I have to determine what I want to do. Nobody is going to do that for me."

"This program was very helpful, it's nice to know there is a service available."

"All my questions were answered. I'm glad I came here, I benefited greatly from this program."

"The program was tremendously helpful to me and I walk away with tons of information and new ideas."

TYPICAL CASE STUDIES

Clients come to the Adult Career Counseling Center seeking assistance in resolving a variety of career issues. The following is just a sample of some of the career-related issues presented during this past year:

- Female client, 40 years old, has always taken jobs because others thought she would do well, but has never really found the right job. Came in to explore her interests and skills and find a job that she will really enjoy.

- Male client, 25 years old, had previously gone to college but did not enjoy it. He now wants to go back to school but wants to explore different areas to help point him in the right direction of a college major.

- Female client, 20 years old, currently pursuing a bachelor's degree and came to discuss her school route. She wanted to look at possible college majors and the careers associated with them.

- Male client, 45 years old, came in wanting to do some self-exploration. He has been working in the same field for several years but feels it is time for a change. He wants to look at other areas that interest him, but also utilize the skills he already has.

- Male client, 33 years old, feeling very bored with his current job and wants to go back to school and change professions. He has an idea of the field he wants to get into but needs more information on the educational opportunities available.

- Female client, 48 years old, currently working full-time but planning on retiring in 4-5 years. She is looking for alternative job options after retirement.

- Female client, 26 years old, likes her current job but she wants to feel like she is contributing to society. She wants to explore options that use her current job skills but do more to help others.

- Male client, 46 years old, currently unemployed and involved in the job search process. Came in for help refining his resume and practicing interviewing skills.

MARKETING AND PUBLIC RELATIONS

A number of additional efforts have been made during the 1999-2000 academic year to increase public awareness of the services offered by the ACCC.

1999-2000 Marketing and Public Relations Efforts

- A press release was created and e-mailed to Oakland University's Media Relations Department, which was faxed to twenty media outlets such as Detroit News, Oakland Press, and Macomb Daily. Surrounding television and radio stations were faxed 30 and 60 second public service announcements as well.

- The ACCC public service announcement currently running on the Oakland University cable station was maintained.

- A bulletin board promoting the services of the ACCC and career counseling in the O'Dowd Hall on campus, was twice made over touting the headings of: "Putting the Puzzle Pieces Together" and "Feeling Stranded at Your Job?"

- The ACCC brochure that was redesigned last year continued to be used. (See Appendix E).

- The Career Counseling and Information Resources brochure was given to clients, outlining various sources of information available at Oakland University. (See Appendix F).

- A new program was set up at Jefferson-Whitter Middle School. This was designed to help students learn more about careers before they enter High School. As well as to help them determine where their interests are at in this moment in their lives. This will hopefully give them a greater ability to make educational decisions in the future.

- Flyers where also designed by the ACCC Staff to distribute in their local areas throughout the year.

- In February, the ACCC staff made a presentation to the staff of the Undecided Advising Office at Oakland to explain the services provided at our center.

- Also, in February, ACCC staff provided a demonstration of our new computer program, CX-Bridges, and promoted the ACCC to the parents involved in Oakland's Upward Bound program.

Visitors to the ACCC

The reputation the ACCC has developed in the professional community, as well as at Oakland University, as a model university-sponsored career guidance service has led to a number of requests to visit our facilities.

Kay Berzak, from Eastern Michigan University and a student in the Advanced Career Specialization sequence, visited the ACCC in October and was given a tour of the center. Kay was given a demonstration of the computer guidance programs and explored the other resources available used at the center.

The ACCC Annual Open House was held on November 10th, during National Career Development Month. This event was hosted to allow the community and university personnel to visit our center and learn more about our services. It was attended by over 40 individuals from the university and surrounding community.

The CNS 640 Career Development and Theories Class, taught by Mary Shaieb, visited our center in March for a DISCOVER program Demonstration.

Mary Skalsky, a student of Jane Goodman's Advanced Career Specialization, visited the center in March to utilize the Discover program with her client as part of a class assignment.

ACCC ADVISOR ACTIVITIES

The ACCC advisors' commitment to the Center involves a number of responsibilities and activities. In addition to working with clients, three additional activities should be highlighted: in service training, research, and conference participation.

In-service Training

Each year the Adult Career Counseling Center provides in-service training to students, faculty and various area counselors who utilize computer-assisted career guidance programs. This in-service allows students in Practicum and Career classes to use the computer-assisted programs within the Adult Career Counseling Center with their own career clients during the semester. On occasion, local area counselors with a career client may request the opportunity to utilize the computer-assisted software within the ACCC. Every effort is made to accommodate this request. However, this will occur only if the Center does not have its own clients to counsel at the time requested.

This year ACCC advisors conducted in-service training sessions in a one-on-one capacity. With the new updates in the DISCOVER software and the needs of the students, this appeared to be a successful training method.

Among those who received in-service training during the 1999-2000 academic year were students in:

Graduate counseling course	CNS 664: Counseling Practicum

In total, 84 people received in-service training at the ACCC from September 1999 through June 2000.

Research

The third goal of the ACCC is to support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults. ACCC advisors have fulfilled this goal since the inception of the Center in 1982 by conducting research in the field of career development. Following is a brief description of a proposal for the upcoming 1998-99 academic year:

Completed Research:

A Case Study of Middle-School Students Career Hopefulness and Beliefs about Post-Secondary Training

Paulette Rancour and Brian Frick

We looked at 6th and 7th grade children at Jefferson-Whittier Middle School, an inner city, public school in Pontiac, Michigan to gauge the success of activities provided by the GEAR-UP grant. Our hypothesis was that children at this school would be more knowledgeable and more hopeful about careers that required a college degree or other post-secondary education and training after the many activities and exposure to professionals and colleges in the area that GEAR-UP provided. The grant provided guest lecturers, Saturday academies, visit to colleges and work sites, a career fair, tutoring, more school counselors on site, parent nights, and a Parent-Resource room at the Jefferson-Whittier School. After giving a student questionnaire at the beginning of the school year, we found that many of the children had aspired to do things that required post-secondary education but they were not very hopeful that they would find one of these jobs as adults. Also, they were not familiar with the education and training needed for these occupations. Another of the questions was geared toward parent/guardian education level and interestingly most children did not know their parental/guardian educational level. The 6th and 7th grade classes were given an assignment to obtain their parent(s)/guardian(s) educational level to increase awareness before the post-test and to initiate conversation around education. Also, the student asked the parent/guardian if they wished it was different and what they would have done differently. The second student survey was completed during the last week of the school year and included both the parent/guardian assignment and the student questionnaire. Currently, the data is in the process of being analyzed and we hope that significant results will be found. One conclusion that we can make from this research thus far is that there is very limited research information available regarding middle school children and career exploration. We hope that this research inspires further research projects in the middle schools.

Proposed Research:

THE EFFECTIVENESS OF THE DISCOVER AND THE CAREER EXPLORER PROGRAMS ON THE CAREER DECIDEDNESS OF ADULTS

Kelly Quinn and Reetu Naik

We propose to Compare two computer-assisted career guidance systems, DISCOVER and CAREER EXPLORER, by assessing their effectiveness on the career decidedness of adults. We hypothesize that adult clients who use the DISCOVER program will have higher levels of career decidedness than clients who use CAREER EXPLORER.

Conference Participation

ACCC advisors are encouraged to attend conferences sponsored by professional associations. Conference attendance provides the opportunity for skill development, networking, and increased awareness of alternative and innovative approaches to career counseling. The conferences attended by the ACCC advisors include the following:

Improving Career Planning Services: A Discover User's Workshop. November 12, 1999. Washtenaw Community College – Ann Arbor, MI.

OCA Meet and Eat held at the Fox and Hound Restaurant. Sharky Haddad spoke about the Chaldean and Arabic population, Dealing with Diversity.

Grief and Bereavement - OCA/Oakland Schools/Sand Castles.

Graduate Counseling Student Association/Oakland University Annual Spring Conference "Divorcing Families: Risk and Resilience". May 5, 2000.

MASERVIC Summer Conference. "Live, Love, & Laugh". Rochester, MI. June 23, 2000.

APPENDIX A
ACCC DISCLOSURE STATEMENT

THE ADULT CAREER COUNSELING CENTER....

What does a career advisor do?

ACCC career advisors help clients gather information about themselves and various career options. They also help client evaluate this information and make plans related to career/life directions. Various strategies and techniques are used that are relevant to the unique needs of each client. During your visits to the ACCC, the career advisor will most likely do many of the following:

- Conduct an individual intake session to discuss your history, current situation, and career/life goals.
- Use computerized career planning systems, occupational information systems, and the World Wide Web to assist you in understanding the world of work.
- Administer and interpret assessments and inventories, which may be useful in identifying abilities, interests and other factors relevant to your career options.
- Encourage your self exploration exercises through worksheets and homework assignments
- Provide opportunities for improving your decision-making skills.
- Assist you in developing a career plan.
- Discuss job-hunting strategies, interview techniques, and assist in the development of your resume, if needed.

What training and supervision do the career advisors have?

Career advisors at the ACCC are graduate students in the Master of Arts in Counseling program at Oakland University. They are supervised by counselors in practice who have earned the designations of Licensed Professional Counselor (L.P.C.) and Nationally Certified Career Counselor (N.C.C.C.).

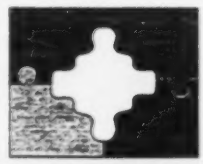
Ethical Practices

Career advisors at the ACCC are expected to follow the ethical guidelines of the National Career Development Association (NCDA) and the American Counseling Association (ACA).

Consumer Rights

Based on the guidelines of the National Board for Certified Counselors and Chi Sigma Iota, an honorary counseling society, the ACCC has adopted the following guidelines. The client has the right to:

- Be informed of the qualifications of your advisor, which includes education and relevant experience.
- Receive an explanation of services offered, your time commitments, rights and responsibilities.
- Have all that you say treated confidentially, informing you of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the techniques, strategies, and assessments used by the advisor and decide not to proceed with these at any time.
- Participate in goal setting and evaluate the progress toward meeting those goals.



...HELPING YOU PUT THE PIECES TOGETHER!

Oakland University 123 O'Dowd Hall Rochester, MI 48309 (248) 370-3092 www.oakland.edu/counsel/accc

APPENDIX B
DESCRIPTION OF DISCOVER

DISCOVER -- Windows 95

DISCOVER is a comprehensive, integrated process that you can learn and use many times. DISCOVER will allow you to create a user record and each time you use the program, it will remember where you left off. You may choose to use any or all of the resources that are described below. Please feel free to print at any time. Also remember to print your "career plan" when you are finished. Review your print out with the ACCC Advisors, a friend, or anyone who shares in your decision making process.

HALL 1 – LEARN ABOUT SELF AND CAREER

⇒ Increase self-understanding by completing inventories of your values, interests, and abilities.
⇒ Look at your present life roles
⇒ Decide how these roles may change in the future
⇒ Understand the nature and impact of transitions
⇒ Learn to weather a transition with minimal stress

HALL 2 – CHOOSE OCCUPATIONS

⇒ Get a list of occupations from the inventories completed in Hall 1.
⇒ Develop a list of occupations by job characteristics.
⇒ Select occupations from the world of work map
⇒ Get detailed information about occupations of your choice
⇒ Watch short video clips on occupations of your interest

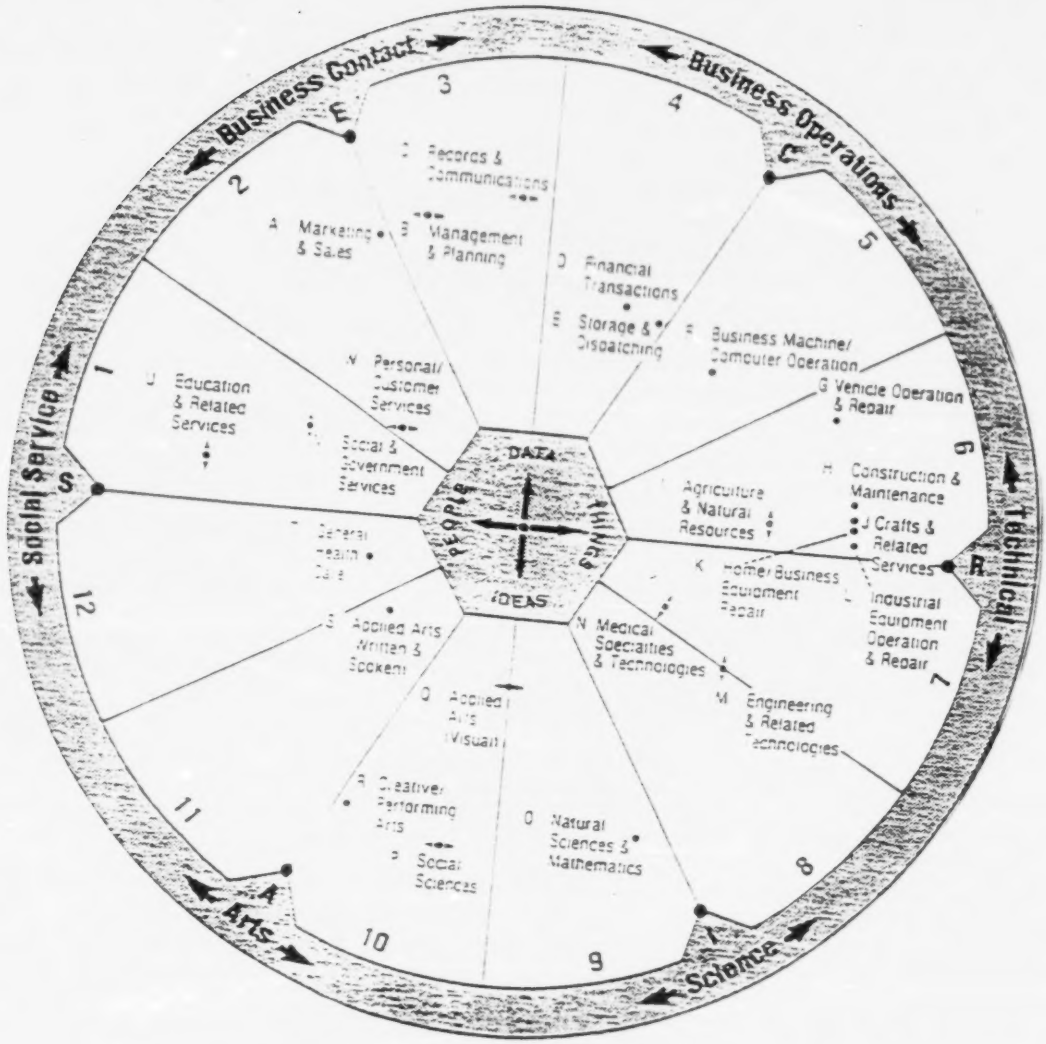
HALL 3 – PLAN MY EDUCATION

⇒ Identify paths of training
⇒ Identify college majors
⇒ Get detailed information about schools of your choice
⇒ Identify sources of financial aid

HALL 4 – PLAN FOR WORK

⇒ Learn about job seeking skills
⇒ Obtain information about apprenticeships, internships and military service
⇒ Define your ideal jobs by examining your values and scores from the MBTIs

WORLD-OF-WORK MAP
(2nd Edition)



About the Map

- The World-of-Work Map arranges job families (groups of similar jobs) into 12 regions. Together, the job families cover all U.S. jobs. Although the jobs in a family differ in their locations, most are located near the point shown.
- A job family's location is based on its primary work tasks—working with DATA, IDEAS, PEOPLE, and THINGS. Arrows show that work tasks often heavily involve both PEOPLE and THINGS (⟷) or DATA and IDEAS (↕).
- Six general areas of the work world and related Holland types are indicated around the edge of the map. Job Family Charts (available from ACT) list over 500 occupations by general area, job family, and preparation level. They cover more than 95% of the labor force.

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APPENDIX C
AUXILIARY GRANT-SUPPORTED SERVICES

PLACEMENT & CAREER SERVICES
CAREER RESOURCE CENTER

Since becoming part of Placement and Career Services in October of 1998, the Career Resource Center (CRC) is making itself known on campus as a place to help students and alumni with their career needs. The career development process begins in the CRC with self-assessment and exploration of careers and majors and moves to the Placement offices for further development using resources such as CareerConnections and co-op and internship experiences.

The CRC provides a wide variety of career information for students and alumni who are undecided about a major and/or career. Computer-assisted career guidance programs like **DISCOVER** and **Bridges** assess interests, abilities, and values, and **PLEASE UNDERSTAND ME** addresses the personality component of career development. Our new **Career Development Package**, consisting of written and computer-based assessments and individual counseling sessions, provides an in-depth process of self-assessment and career exploration. It is also designed to offer decision-making tools for assistance in selecting a major and/or career. The **Michigan Occupational Information System (MOIS)** allows students and alumni to explore occupations and provides information about financial aid, colleges and universities, and majors offered by these schools. All of the CRC computers have Internet access so individuals may investigate the many career-related links available on the CRC website (http://phoenix.placement.oakland.edu/crc). Students and alumni are encouraged to email the CRC at crc@oakland.edu for answers to quick questions. **Career Coalition** is an information-sharing program. Students explore careers by partnering with alumni who have experience in the field. Other resources include a video library of career information and many books and other publications.

A variety of workshops are offered by the CRC throughout the school year. Presentations regarding the CRC as a tool for career development are made to groups of high school seniors, students in the residence halls, student life scholars, and new students in orientations. In addition, presentations are made to certain classes each semester outlining the benefits and use of the CRC. These classes may have assignments requiring in-depth usage and evaluation of the CRC's resources. Courses that may use the CRC's services include:

COM 101	Collegiate Communications
RHT 160	Composition II for Undecided Students
HRD 364	Career Development
CNS 640	Career Development Theory and Practice

Since coming under the direction of Placement and Career Services, the CRC has enjoyed steady growth, serving more than 1,200 students the first year. The growth continues as more students learn about the services. Peak usage occurs during the months of February, March, October, and November. Usage declines somewhat during the spring and summer sessions.

Coverage of the CRC is provided by a certified counselor and a graduate intern from the Counseling program. Interns from the Oakland University Counseling Center also staff the CRC on a limited basis. Having these students working in the CRC contributes greatly to the operation by providing valuable peer assistance that can be reassuring to students who are using the resource for the first time.

In general, user response has been overwhelmingly positive. Students maintain that the systems are fun and easy to use, provide helpful information, and give suggestions on where to go for further information. They also find the Internet access especially useful due to the wealth of information available in the CRC website.

The Career Resource Center is available to Oakland University students, alumni, and affiliates. Located at 154 North Foundation Hall, the CRC is open Monday through Friday during the Fall and Winter Semesters and on a more limited basis during the Spring and Summer sessions. The hours vary by semester. Appointments are encouraged, however, walk-ins are welcome.

CAREER DEVELOPMENT TRAINING INSTITUTE AND THE ADULT CAREER COUNSELING CENTER

The Career Development Training Institute (CDTI) provides consultation, program development and career services to corporations seeking career development programs for its employees. It develops and delivers career assessment, career development and job search training to adults within their work site. In addition, CDTI staff develops training materials and programs for career development practitioners locally, nationally, and internationally.

The CDTI has been greatly appreciative of the services provided by the Adult Career Counseling Center. Participants in our corporate career planning programs and other community adults seeking career services have been referred to the ACCC. CDTI has provided consultation to ACCC staff.

CDTI is an outgrowth of the former Continuum Center, which was a multi-faceted adult career counseling and training center for over thirty years. Career staff training publications by the CDTI include "The Career Development Facilitator Curriculum", "Workforce In Transition: A Blueprint for Adult Career Development", and "Life-Work Portfolio."

APPENDIX D
BRIEF REPORT OF THE PONTIAC ADULT CAREER COUNSELING CENTER

PONTIAC ADULT CAREER COUNSELING CENTER

The Pontiac Adult Career Counseling Center (PACCC) opened its doors in February 1991, after three years of planning, to serve Pontiac area clientele seeking career planning and counseling. PACCC is a joint venture between Oakland University (OU) and Oakland Community College (OCC). Counselors are provided to PACCC through the Auburn Hills OCC counseling office while updated software and the assistance of a graduate student are provided by OU. PACCC operates under the co-direction of Karen Pagenette (OCC) and Dr. Jane Goodman (OU). PACCC also works with a community advisory board with membership consisting of individuals representing various community agencies.

PACCC services primarily Oakland County residents who are seeking assistance with career transition, planning, or examining career options. PACCC is not a job placement service. Counselors may assist clientele with resume writing, interviewing techniques, and world-of-work networking capabilities. Clients are serviced free-of-charge for an average of two to four sessions. Many clients choose to utilize the DISCOVER, Please Understand Me and MOIS programs. Clients may spend one to three sessions working one-on-one with a PACCC counselor on the DISCOVER and MOIS computer systems.

PACCC counselors also work closely with the Lake Orion Work First program. In this job club program, PACCC counselors administer several different tests within the four weeks. These tests include the Myers-Briggs Type Indicator (MBTI), the Test of Adult Basic Education (TABE), and the Self-Directed Search (SDS). Individual Service Strategies are also conducted individually with each Work First client to set goals, obtain an employment and education history, and to facilitate an action plan to gain employment.

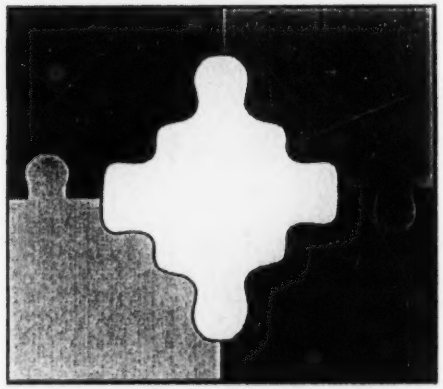
Outreach efforts continue at the PACCC in order to meet the needs of Pontiac and the surrounding communities that were originally intended to be targeted. PACCC hopes to obtain several bilingual assessment tools, release a bilingual brochure, and employ other marketing strategies in order to reach inner city bilingual populations.

PACCC continues to keep pace with a growing technological world. PACCC now has Internet capabilities in order to provide another service for clients. Clients now have the option of learning how to submit a resume on-line or access career sites that may be of interest. Career assessments may also be accessed as they become available.

PACCC continues to diversify in outreach activities as well as grow as a unique counseling center, which offers valuable career exploration services to area residents free-of-charge.

APPENDIX E
ADULT CAREER COUNSELING CENTER BROCHURE

The Adult Career Counseling Center



can help you put the pieces together!

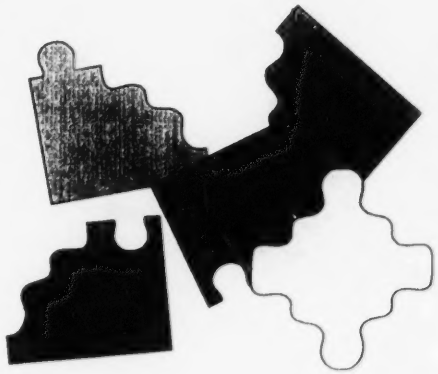
ARE YOU HAVING CAREER CONFUSION?

ARE THE PIECES OF YOUR CAREER FALLING INTO PLACE?

THE ADULT CAREER COUNSELING CENTER CAN HELP!

123 O'DOWD HALL
Oakland University
Rochester, MI 48309

ARE YOU PUZZLED



About your career choices?

For more information call
(248) 370-3092
E-mail: accc@oakland.edu
www.oakland.edu/counsel/accc

THE ADULT CAREER COUNSELING CENTER

The Adult Career Counseling Center offers confidential career guidance services to adults in the surrounding communities at no charge. The ACCC is a facility established to serve adults who are considering career changes, interested in assessing their strengths and potentials, or are simply reviewing possible career options. The ACCC is NOT a job placement service.

WHEN?

The ACCC is open Monday through Saturday, by appointment only. The ACCC is not open during the summer, university holidays and vacation periods.

WHAT?

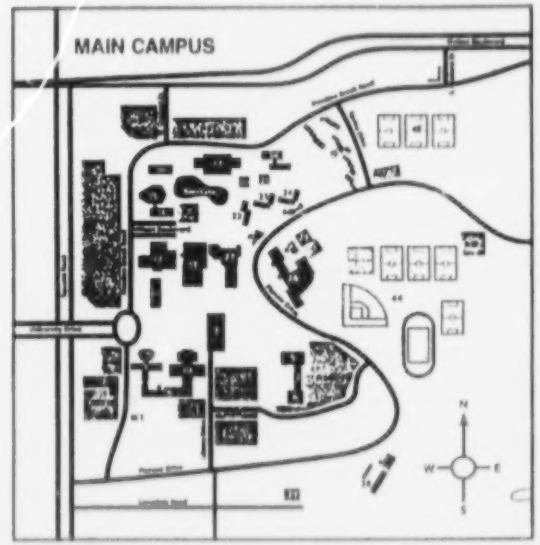
The ACCC offers several career development services aimed at helping you make good career decisions. These services include:

- **One on one counseling**
- **Computer-based career assessments**
- **Written career assessments**
- **Gathering occupational information**
- **Decision making**
- **Education planning**
- **Writing resumes & cover letters**
- **Interviewing skills & techniques**
- **Internet based career services**

Career advisors cannot tell you what to do or give you easy answers for your career decisions, but utilizing these services can ease your transition process, and will help you determine your next steps.

WHERE?

The ACCC is located in Room 123 (first floor) of O'Dowd Hall at Oakland University.



38	Baldwin Memorial Pavilion	6	Varner Lab Theatre	37	O'Dowd Hall
1	Campus Facilities and Operations	32	Lowry Child Care Center	41	Shotwell-Gustafson Pavilion
10	Dodge Hall of Engineering		Meadow Brook	2	Public Safety & Service Building
16	Graham Health Center		15 Art Gallery	11	South Foundation Hall
47	Meadow Brook Greenhouse		35 Hall	6	Studio Theatre
9	Hannah Hall of Science		42 Health Enhancement	37	Sunset Terrace
34	John Dodge House		60 Music Festival	39	Trumbull Terrace
28	Lepley Sports Center		40 Music Festival Box Office	17	Vandenberg Hall
33	Katke-Cousins Club House		15 Theatre	5	Varner Recital Hall
43	Katke-Cousins Golf Course	12	North Foundation Hall	4	Varner Hall
35A	Knole Cottage	13	Oakland Center	14	Wilson Hall
7	Kresge Library				

HOW CAN YOU MAKE AN APPOINTMENT?

To schedule an appointment with an ACCC Career Advisor, telephone (248) 370-3092.

APPENDIX F
CAREER COUNSELING RESOURCES AT OAKLAND UNIVERSITY

Career Counseling and Information Resources

Oakland University sponsors many career counseling and information programs for the citizens of the community and students it serves. These programs are designed to complement one another and, taken together, they respond to most of the occupational and career issues that concern students and community members. Each of these services offer a unique emphasis, such as job hunting skills preparation, assessment of interests and abilities or information about different kinds of jobs.

These programs present a rich offering of professional assistance for the person struggling with career decisions or confusion about future plans. However, this variety of services means that you, as a prospective client, must be careful to choose the service that will best meet your needs. This brochure is intended to help you in this selection process. Read it carefully and be certain to note the kind of services each setting provides, whom these programs are directed toward (community members, students, alumni), what fees are involved and when these services are available. This kind of thoughtful reading will help you to narrow your choice. If you are still unsure, get in touch with the service that seems most appropriate and explain to the staff person what you are looking for. That person will direct you to the proper setting.

Oakland University desires to enhance the quality of life for people of the community by sharing its educational resources and services with them. The professional services described here are an expression of this commitment.

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ADULT CAREER COUNSELING CENTER

Eligible Clients
The Adult Career Counseling Center services adults in the community who are considering career transitions by assessing their strengths, interests and potentials and discussing possible career options. The ACCC does not, however, provide an employment service.

Services
1. Adults schedule appointment(s) to meet with an ACCC advisor for an intake interview. Clients may receive an orientation to a computer-assisted career guidance system to assess their interests, abilities and values, or paper and pencil assessments may be utilized. Clients then discuss the results of this process with their career advisor.
2. Computer-assisted career guidance systems SIGI PLUS and Discover for Adults are available at the ACCC. These systems aid adults in reviewing their interests, skills, and work-related values; possible occupational fields; education and training opportunities; and pre-employment skills.
3. The Michigan Occupational Information System (MOIS) on computer and additional career resources, such as the Internet, are also available for use.
4. Referral information about the other career counseling and training programs is available.

Appointments
Adults may sign up for appointments at the center by calling (248) 370-3092 or by stopping by the ACCC in person. You may also e-mail the ACCC at www.ACCC@oakland.edu or visit our web page at http://www.oakland.edu/counsel/ACCC.

Hours
The ACCC is open days and evenings Monday through Thursday and on Friday and Saturday mornings and afternoons. Hours change during the summer and holidays. Call (248) 370-3092 to check the schedule.

Fees
No fee is charged for the services of the ACCC.

Location
The Adult Career Counseling Center office is located in room 123 O'Dowd Hall.

THE OAKLAND UNIVERSITY COUNSELING CENTER

Eligible Clients
Career Testing and Counseling Center services are available to community members and Oakland University students. Clients range in age from 17 (high school seniors) on up. When high school students use these services, career planning guidance is provided to their parents as part of the counseling process.

Service
By means of an extensive battery of tests and a series of counseling sessions, clients are provided an opportunity for an in-depth exploration of career questions, career goals, and plans for realizing these goals. Many printed materials, including the Michigan Occupational System (MOIS), are used as aids in this process.

Specific services include:
1. Career counseling for adults and adolescents
2. Interest, ability and personal-style testing
3. Educational and career planning
4. Re-entry counseling (work and education)
5. Career development

Other services, in addition to the career-oriented ones, are offered at the Counseling Center. These include psychotherapy and personal counseling (adults, children, adolescents, families, couples and parents), psychological testing and consultation and specialized services for people suffering from loss and trauma experiences.

Appointments
Individuals seeking information may call (248) 370-3465. Requests for appointments may be made through the clinic secretary, either by phone or in person.

You may also e-mail the Counseling Center at www.counsel@oakland.edu

Hours
Monday - Friday 8 a.m. – 5 p.m.
Evening hours by appointment.

Fees
Community members are assessed according to a sliding scale fee, based on family income. For Oakland University undergraduate and graduate students there is a minimal student fee.

Location
This program is part of the Counseling Center, located in the east wing of the Graham Health Center.

OAKLAND UNIVERSITY LIBRARY

Eligible Clients
Oakland University Library services and collections are available to faculty, staff, students and community members. However, circulation of materials is limited to the Oakland community including members of the Alumni Association and guest-card holders.

Services
The library contains a large collection of career-related materials. These include books on how to write resumes and cover letters, information on job-hunting skills and procedures, and extensive materials that describe many kinds of careers, occupations, training programs and internships. Directories that identify manufacturers, businesses, agencies and educational settings are also available, as well as telephone books of 100 major cities and most Michigan cities and recent annual reports from the top 500 companies in the United States.

Assistance is available at the Reference Desk to help individuals locate needed information.

Library Hours

Monday – Thursday	7:45 a.m. – 11:30 p.m.
Friday	7:45 a.m. – 8:00 p.m.
Saturday	9:00 a.m. – 8:00 p.m.
Sunday	Noon – 11:30 p.m.

Reference Hours

Monday – Thursday	8:00 a.m. – 10:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Noon – 7:00 p.m.

These hours change during the Spring and Summer sessions and on holidays. Call (248) 370-2492 to check on the schedule. You may also visit the library home page at http://www.kl.oakland.edu or e-mail questions to Reference Services at ref@oakland.edu.

Appointments and Fees
Most library services are available on a walk-in basis and there is no charge. Computer Search Services, however, is by appointment and there is a fee for the service. Photo copying machines are available in the library at the cost of 10 cents a page.

ADVISING RESOURCE CENTER

Eligible Clients
The services provided by the Advising Resource Center are primarily intended for Oakland University students, particularly freshmen and sophomores. However, prospective students who are interested in career advising as it relates to educational programs at Oakland University also may contact this office.

Services
This office provides academic and career advising to students who are undecided in their majors. Students may engage in career exploration activities independently or with the assistance of an advisor. The Career Resource Center (CRC) is adjacent to the Advising Resource Center and is available to students who wish to explore careers and majors. Information on the resources available through the CRC can be obtained by contacting Placement and Career Services.

The Advising Resource Center also serves as a referral source for the many services, departments and advisors throughout campus.

Appointments
Appointments for academic or career advising may be made by telephoning (248) 370-3227 or by coming to the office in person. Students who have questions or concerns they would like to discuss with an advisor may also come in for "walk-in" advising. Please call the Advising Resource Center for a current schedule for walk-in advising.

Hours

Monday	8:00 a.m. – 5:00 p.m.
Tuesday and Wednesday	8:00 a.m. – 7:00 p.m.
Thursday and Friday	8:00 a.m. – 5:00 p.m.

Fees
There are no fees for any of the services at the Advising Resource Center.

Location
The Advising Resource Center is located in 121 North Foundation Hall.

Career Resource Center
The Career Resource Center (CRC), administered by Placement and Career Services, is adjacent to the Advising Resource Center. The Center is available to students who wish to explore careers and majors. Four computer-assisted career guidance systems (DISCOVER for Adults, SIGI PLUS, Focus II, and Please Understand Me) may be utilized in the CRC. In addition, a wide variety of written materials and career videos may be accessed.

Hours

Monday and Tuesday	10:00 a.m. – 12:00 noon
Wednesday and Thursday	10:00 a.m. – 4:00 p.m.

Location
The Career Resource Center is located in 154 North Foundation Hall.

Appointments
Appointments for utilizing the computer-assisted career guidance systems can be made by telephoning the Placement Office at (248) 370-3250.

PLACEMENT AND CAREER SERVICES

Eligible Clients
These services are available only to Oakland University students and alumni. However, staff members are available to the community groups and organizations for consultation on career-related issues.

Professional Placement
Individual placement counseling and career information are available to all juniors, seniors, graduate students and alumni. Additional assistance is available to advanced students who are seeking career-related, part-time and seasonal work experience. Staff members conduct special seminars to assist all students in developing job search skills. Frequent job fairs and career information programs are also sponsored by this office. Other placement services include opportunities for graduating students and alumni to interview with employer representatives on campus, maintenance and referral of credential files for graduates and the publication of a bi-weekly job bulletin. Additionally, the department maintains an extensive library for the display and dissemination of employers' literature; videocassettes; job postings; career information; job search information; graduate/professional school testing applications; and career-related publications and magazines.

Experiential Education
In addition to its placement services, this office coordinates the Cooperative Education (work experience) programs for majors in the College of Arts and Sciences, the School of Business Administration and the School of Engineering and Computer Science as well as career-related student employment.

Placement and Career Services also organizes and directs the Oakland University Student Internship Program to provide paid internships in government agencies.

Appointments
Students and alumni can sign up for appointments by stopping at the office or by calling (248) 370-3250. An intake counselor is available on Monday - Thursday afternoons, 1:15 to 4:30 p.m., to answer questions on a walk-in (or call-in) basis.

Open Advising Hours

Monday - Friday	8 a.m. - 5 p.m.
Wednesday evening	5 p.m. - 6:30 p.m. (September - April)

Fees
There are no fees charged for services with the exception of minimal fees for sending credentials and Resume Expert Web registration.

Location
Placement and Career Services is located in Room 275 Vandenberg Hall (West).

You may reach Placement and Career Services on their web page at http://phoenix.placement.oakland.edu or e-mail them at placement@oakland.edu.

PRACTICUM COUNSELING CENTER

Eligible Clients
The Practicum Counseling Center (PCC) offers career and personal counseling services to both Oakland University students and members of the surrounding communities.

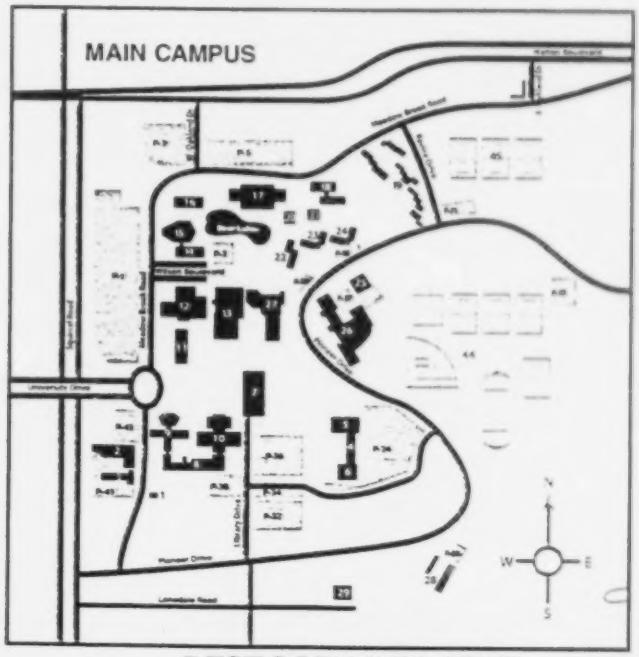
Services
Professional counseling services are available for a variety of issues such as: time management, test anxiety, depression, adjustment disorders, mid-life transition, grief, career search, separation from parents, low self-esteem, anxiety and many other topics. Individuals are matched with counselors who will work with them for one (50 minute) counseling session per week for approximately 5 to 10 weeks. The PCC is an instructional center for graduate students in their final training as counselors. Consequently, sessions are videotaped for the purpose of supervision by the counselor's professor. ALL TAPES ARE HELD IN STRICT CONFIDENCE AND ARE COMPLETELY ERASED AT THE END OF EACH SEMESTER. Clients sign a release form for videotaping at the first counseling session.

Appointments
Phone for an appointment at (248) 370-4187. You may also visit the web site at http://www.oakland.edu/counsel/pcc or e-mail PCC at pcc@oakland.edu

Hours
The Practicum Counseling Center is open Monday through Thursday 9 a.m. to 9 p.m., Friday 9 a.m. to 3 p.m., and Saturday 9 a.m. to 1 p.m. to accommodate the clients' schedules. Because it operates on an academic calendar year, appointments are only available during the semesters and not during breaks or holidays.

Fees
There are no fees charged for services.

Location
The center is located in the lower level of O'Dowd Hall. The office is in 121 O'Dowd Hall.



38 Baldwin Memorial Pavilion
1 Campus Facilities and Operations
10 Dodge Hall of Engineering
16 Graham Health Center
47 Meadow Brook Greenhouse
9 Hannah Hall of Science
34 John Dodge House
26 Lepley Sports Center
33 Katke-Cousins Club House
43 Katke-Cousins Golf Course
35A Knoe Cottage
7 Kresge Library
6 Varner Lab Theatre
32 Lowry Child Care Center
Meadow Brook
15 Art Gallery
35 Hall
42 Health Enhancement
40 Music Festival
40 Music Festival Box Office
15 Theatre
12 North Foundation Hall
13 Oakland Center
27 O'Dowd Hall
41 Shotwell-Gustafson Pavilion
2 Public Safety & Service Building
11 South Foundation Hall
6 Studio Theatre
37 Sunset Terrace
39 Trumbull Terrace
17 Vandenberg Hall
5 Varner Recital Hall
4 Varner Hall
14 Wilson Hall

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ACADEMIC DEPARTMENTS

Individual departments often offer students a good source of information on careers associated with their majors. Each department has an individual who serves as chief advisor. Generally, this person or his/her designated associate focuses as a source of information on career training and employment opportunities. This is particularly true in instances where advanced training is involved.

In some instances, departments maintain information on careers directly related to their specific major. Students may contact those departments in which they have a particular interest in order to identify an advisor or simply to discuss options.

To locate a particular department, please call the university's general information number, (248) 370-2100.

PONTIAC ADULT CAREER COUNSELING CENTER

Eligible Clients
The Pontiac Adult Career Counseling Center offers career guidance services to members of the surrounding communities. The PACCC is not a job placement service.

Services
1. The PACCC is a facility established by Oakland Community College and Oakland University to serve adults who are:
   - considering career changes
   - interested in assessing their strengths and potentials
   - reviewing possible career options
2. After an initial interview with a PACCC counselor, adults will develop an individualized plan to use the center services. The PACCC offers DISCOVER for Adults - a computer-assisted guidance program - and the Michigan Occupational Information System (MOIS). Other career assessments are also available.
3. These programs, along with counselor assistance, aid clients to:
   - clarify education and training options
   - gather career information
   - develop action plans to attain desired goals
4. Referral information about other career counseling and training programs is available.

Appointments
For appointments and information, call (248) 340-6793.

Hours
Hours are by appointment only.

Fees
There are no fees charged for services, except for the use of some assessment instruments and extraordinary services provided under contract.

Location
PACCC is located at Oakland Community College in the Pontiac Center. The address is 17 S. Saginaw in Pontiac.